

BINDINGS

THE UNIVERSITY OF IOWA **LIBRARIES** MAGAZINE

SUMMER/FALL 2020

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BINDINGS is the University of Iowa Libraries' magazine, published twice annually to highlight the efforts of its librarians who work to support the successes of students, faculty, and community members.



ON THE COVER: Students, faculty, and staff return to campus prepared with personal protective equipment provided by the university. Although our campus libraries stood empty for the second half of spring semester 2020, online resources flowed to students, faculty, and staff. Working from home, UI Libraries staff have continued to support learning, teaching, creativity, and research at the University of Iowa. The Libraries have now transitioned to reopen in phases, with signage and rearranged spaces to optimize safety for students, staff, and faculty. Photo credit: Justin Torner, Staff Photographer, University of Iowa.

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The pages of a book are held together by its binding. Sewn together, one after another, each page adds to the book. **BINDINGS** represents the continuing relationship between the University of Iowa Libraries and those who use, benefit from, and support it.

BINDINGS

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LEFT: Libraries staff member Laura Kerr helps a student with book scanning from a safe social distance. The university requires everyone to wear a face covering in campus buildings. Photo credit: Justin Torner, Staff Photographer, University of Iowa.

We're all in this together

CONTINUING TO SERVE OUR CAMPUS



JOHN CULSHAW

Since March, staff members of the University Libraries have taken quick action in response to the COVID-19 pandemic. The primary focus has been to keep our staff, campus, and community members safe and to maintain support for online teaching, learning, and research.

Significant efforts have included forming a Libraries Critical Incident Management Team to guide us through the crisis internally. We have worked to establish robust communications with campus and within the Libraries, and we completed the work-from-home transition. We closed our library facilities, creating a system to complete ongoing work in each library, and ensuring remote access to library expertise and digital resources, particularly crucial access to medical journals relevant to COVID-19 research.

During this time, the Libraries has spent considerable effort adding to our digital collections to support online teaching, learning, and research. We have also paid close attention to ensuring staff wellness and maintaining clear, calm, and consistent communication within the Libraries.

I am very proud of and grateful to our staff, who have stepped up to serve this campus and communities beyond. By their actions, they have shown that our libraries are nimble and ready to adapt. They have also demonstrated that libraries are ideally positioned to assist with information uncertainty by sharing resources that shed light on complex problems.

This issue of **BINDINGS** includes a time line of library efforts over the last several months to serve campus with online resources and to prepare our buildings for reopening. After reading this behind-the-scenes account, I trust you'll agree that our staff have gone above and beyond!

As always, thank you for reading about and supporting our work at the University of Iowa Libraries. Stay well!

— John Culshaw, Jack B. King University Librarian

OPPOSITE PAGE: During the pandemic, Libraries staff have gathered weekly via Zoom to chat, share information, and stay in touch with one another. During one session in late July, staff wore masks for a virtual group photo, which was shared on social media for the UI's #MaskUpIA campaign.



Masks save lives!



We're all in this together.

IOWA

University Libraries

The UI Libraries' COVID-19 response

BY JENNIFER MASADA,
STRATEGIC COMMUNICATION MANAGER

Following is a time line of the University Libraries' response to the COVID-19 pandemic and closure of the University of Iowa campus. The Libraries moved quickly to ensure that students, faculty, and staff would have uninterrupted access to as many library resources as possible. As we worked through the process, we leaned heavily on the work done over the last decade to move to a digital environment. Thanks to these investments in digital/online resources and services, Libraries were uniquely prepared to support remote teaching, learning, and research. Please read on for a glimpse of our efforts on behalf of our campus community.

OUR EARLY EFFORTS

The Libraries' early efforts were a condensed, intensive push over the course of only seven days during which we pivoted from normal to remote operations. During that time, the Libraries organized communication, established the LIB-CIMT, closed facilities, and transitioned staff to a work-from-home environment.

FORM THE LIBRARIES CRITICAL INCIDENT MANAGEMENT TEAM (LIB-CIMT)

Starting March 11, all Libraries staff began receiving daily updates about the COVID-19 situation. On March 12, a group of 13 were called to serve on the Libraries Critical Incident Management Team (LIB-CIMT). The group includes the Libraries' senior leadership plus staff who cover all the major functions of the Libraries: access services, accounting, communications, development, facilities, human resources, IT, and library liaisons. The LIB-CIMT met daily March 16 through 30 and is now meeting weekly. Expected to act nimbly and quickly, the LIB-CIMT discusses and makes decisions about Libraries operations and reports out via email and intranet posts to the Libraries staff after each meeting.

ESTABLISH PROTOCOLS FOR SOCIAL DISTANCING

On March 16, the Libraries stopped all in-person consultations, switching to phone, chat, and email interactions. Based on instructions from public health officials and the university, the Libraries also produced and distributed guidance for staff at service points to limit exposure.

ESTABLISHING A NEW NORMAL



Early on, the LIB-CIMT met in person in the Main Library. On March 16, we decided to give Zoom a “test run, just in case we needed it.” Our libraries closed at the end of the next day. Who would have guessed that online Zoom meetings would replace ALL in-person meetings for five months and counting?

COMPLETE WORK-FROM-HOME TRANSITION

On March 17, Libraries administration sent an email to staff asking them to prepare to work from home. In the days following, processes were put into place for retrieving work materials and computers. Libraries’ IT staff helped employees set up remote access.

CLOSE ALL LIBRARY FACILITIES, START TRANSITION TO ONLINE SERVICES

By 6:00 p.m. on March 17, all library facilities were closed in accordance with the university mandate. The LIB-CIMT worked with library managers across all seven locations to identify essential services and shared key information with faculty, students, and staff. Staff began to plan for supporting online teaching, learning, and research through partnerships with other campus units.

CREATE A COVID-19 WEB PAGE FOR THE LIBRARIES

In consultation with Libraries staff and the central university communications office, the LIB-CIMT provided online updates in a rapidly changing environment. The Libraries’ COVID-19 web page, lib.uiowa.edu/coronavirus, has been distributed campus wide and shared on social media.

PREPARING TO SUPPORT REMOTE INSTRUCTION

We had about 10 days to pivot our services to support remote teaching and learning. Promoting the Libraries’ online services required frequent communications. In addition, the situation demanded that staff find creative solutions to bolster access to Libraries’ resources, take care of our facilities, extend our service hours for consultations, increase online access to our print collections, provide virtual instruction for courses campus wide, and provide crucial support to medical professionals and researchers on the front lines of COVID-19.

PROMOTE LIBRARIES’ ONLINE SERVICES

During the transition to offering remote services, the Libraries relied heavily on (and added to) its strengths as a provider of online services. Decades of careful work to expand online resources have allowed the Libraries to assist campus in the COVID-19 environment (see charts on pages 8 and 9). Resources include:

- Providing **expanded online chat hours** for one-on-one assistance.
- Offering **access to digitized collections** of e-books, databases, and e-journals.
- Providing **open access resources** and serving as a portal to publishers opening temporary access to online materials.

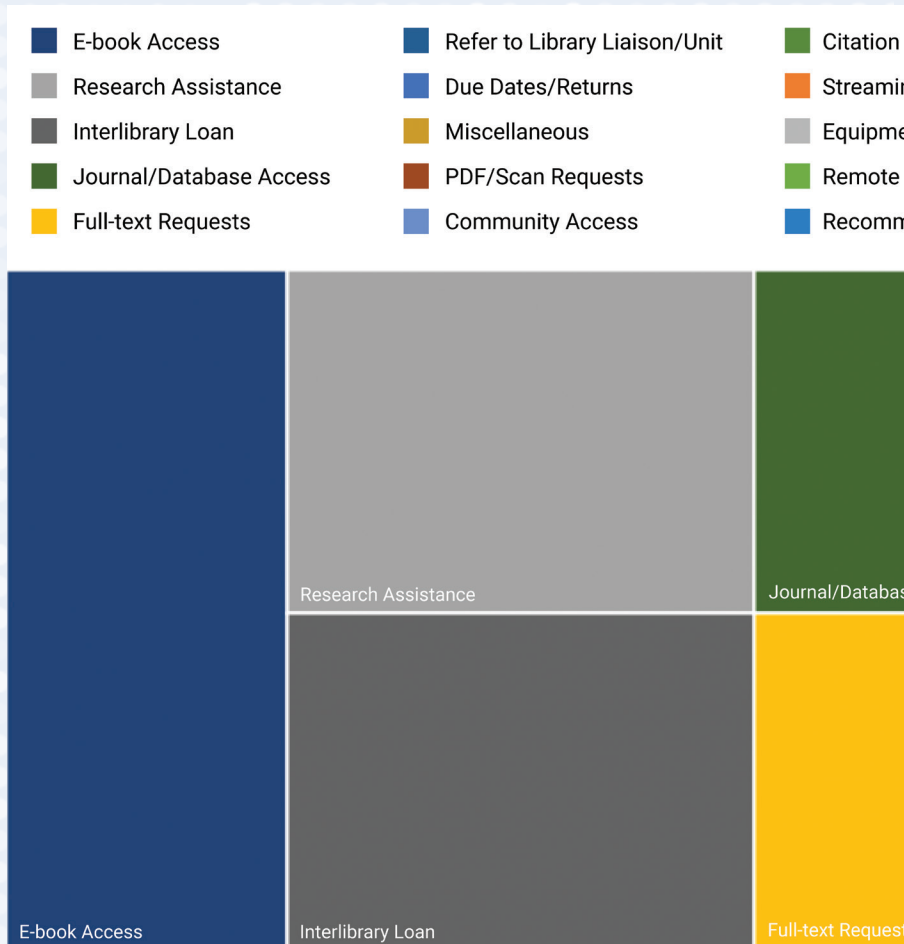
—Text continued on page 10

ACCESS TO ONLINE RESOURCES PROVIDED TO THE UI CAMPUS DUE TO COVID-19

ACCESS TO ONLINE RESOURCES

	Scanning book chapters/journal articles from print collection for UI Patrons	Book chapters/journal articles obtained via Interlibrary Loan for UI Patrons
Main	637	769
Hardin	472	512
Annex & Branches	Included above	N/A
Total	1109	1281

MOST COMMON CHAT QUESTIONS

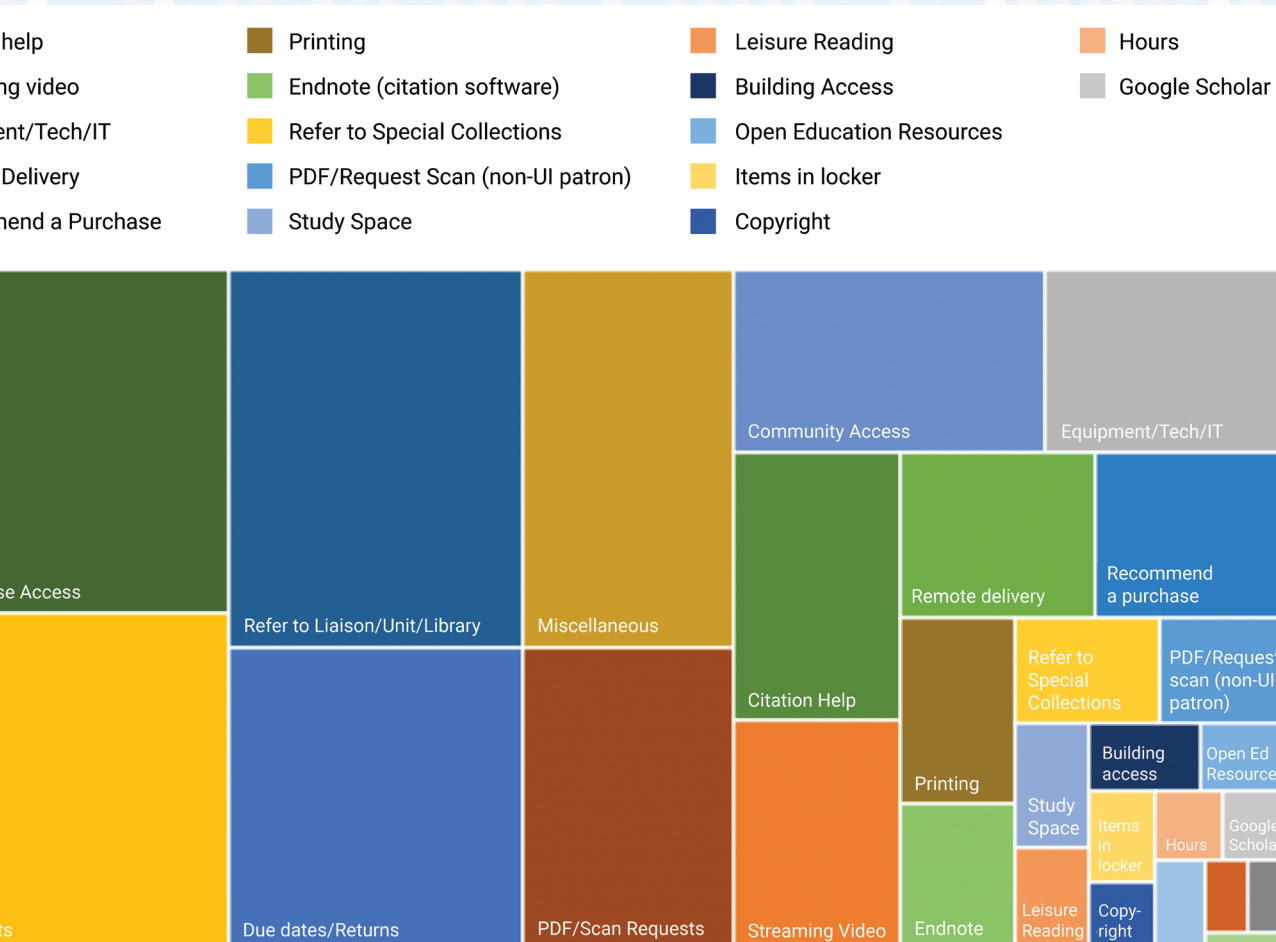


LIBRARIANS PROVIDED ANSWERS TO QUESTIONS ABOUT ONLINE RESOURCES THROUGH ITS ONLINE LIVE CHAT SERVICE

RESOURCES PROVIDED March 11 - May 15, 2020

Articles provided electronically for other libraries through ILL	Remote Delivery	Ripped DVDs	Online videos purchased	Ebooks purchased	Databases purchased
731	547				
2590	47				
Included above	176				
3321	770	86	49	148	5
			\$12,967.46	\$29,239.73	\$63,604.00

QUESTIONS March 11 - May 15, 2020



PROMOTE LIBRARIES' ONLINE SERVICES

DIY History in the Digital Scholarship & Publishing Studio (DSPS) gained **156 new users** in the first month after the campus closed. That is a **262% average increase** over our average new user count for the same time period. As we settled into working from home, DIY History **provided remote work to 28** university employees, who have transcribed the bulk of the **922 new pages of transcriptions**. The average number of pages transcribed during the same period in previous years is 112 new pages.

FIND CREATIVE SOLUTIONS TO PROBLEMS

The closure of libraries across campus and across the country caused limited access to physical books. As a result, the UI Libraries needed to find alternative ways for scholars to access these resources, especially for course reserves and interlibrary loan. UI Libraries staff **scanned 1109 book chapters and articles** from our print collection for course reserves and interlibrary loans.

Over the course of the semester, Libraries staff worked in close collaboration with library partners across the country to **provide PDFs of journal articles for 3321 items** through interlibrary loan.

The Hardin Library for the Health Sciences has played an active role in providing researchers with crucial information resources during the search for a COVID-19 vaccine and effective patient care. To leave no stone unturned, researchers have needed to scour studies from the past that may provide clues about possible vaccine solutions and life-saving patient interventions. In response, staff from the Hardin Library have **scanned thousands journal articles** from our electronic collection, **sharing 2590 articles** through Interlibrary Loan with other libraries across the globe. The majority of the scanned articles were shared to support medical research, instruction, and patient care.

With the sudden closure of campus, many students, faculty, and staff left quickly. There was no time to think about returning library materials. Students living far from the Iowa City area had no way to return books, and even those living close to campus could not return materials to libraries in closed buildings. **Libraries staff worked to extend due dates and waive fines and fees** to alleviate this problem.

MORE ABOUT DIY HISTORY:
DIYHISTORY.LIB.UIOWA.EDU



WAR DIARIES & LETTERS



UNIVERSITY LIFE



EARLY MANUSCRIPTS



HEVELIN FANZINES



EARLY IOWA LIVES



SOCIAL JUSTICE



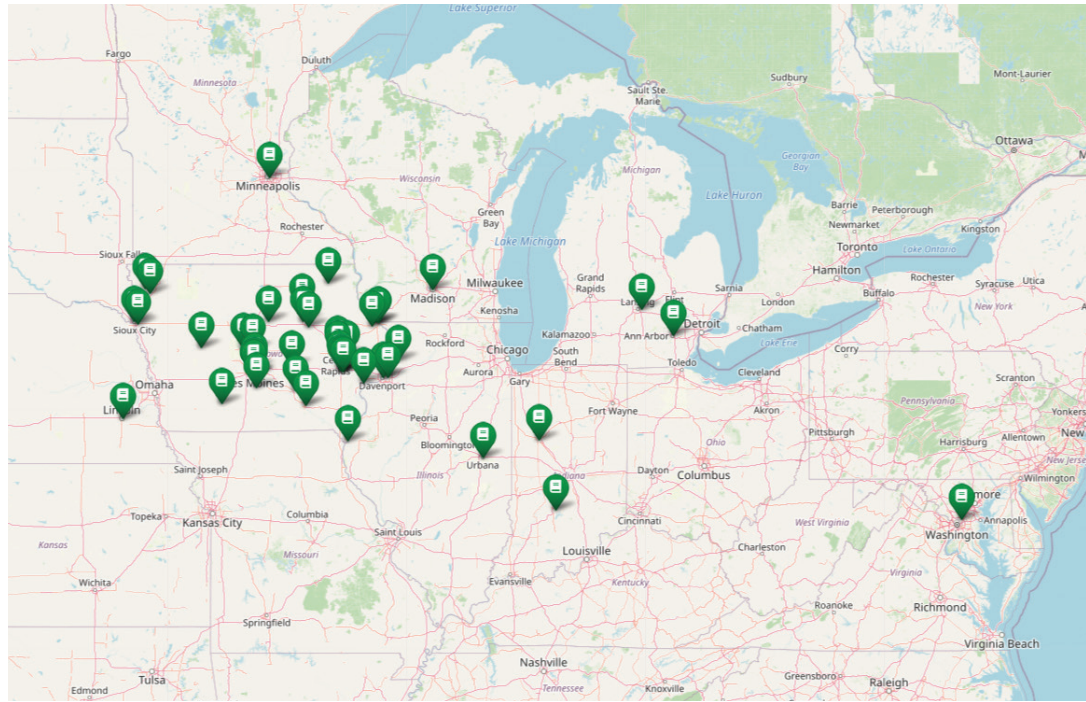
KEITH-ALBEE COLLECTION



SZATHMARY CULINARY
MANUSCRIPTS &
COOKBOOKS

As the semester progressed, it became clear students would need a way to return materials from afar. To eliminate the cost and burden of mailing the books, **UI Libraries staff spearheaded an unprecedented collaborative book return service with 46 libraries** across Iowa and with our Big Ten partners.

The closure of all campus buildings meant finding ways to reroute normal services, such as mail and phone calls. Staff put much effort into:



Forty-six libraries are participating in the book return program.

- Working with UI Central
Mail to establish a regular schedule for deliveries.
- Routing calls to library staff members' homes in order to answer the libraries' general phone seven days a week.

CREATE PLAN FOR MONITORING COLLECTIONS

Recognizing that we needed to keep our print collections safe, staff created a plan for proactively monitoring the condition of our collections at each campus library. Staff arranged a regular schedule of visits by specialists in our Preservation & Conservation and Special Collections departments to assess conditions where materials are stored.

**EXTEND ONLINE CONSULTATIONS AND SUPPORT HOURS TO EVENINGS AND WEEKENDS
(SEE PAGE 7 FOR DETAILS)**

Additional Libraries staff were trained to take live chat questions during evening and weekend hours, providing one-on-one assistance for over 1,600 consultations via the Libraries' online chat service. The two most common questions were requests for e-books and research assistance.

PROVIDE VIRTUAL INSTRUCTION FOR ONLINE COURSES ACROSS THE UNIVERSITY

- Library liaisons who specialize in specific areas of study held **virtual instruction sessions** for online classes, helping students navigate library resources remotely.
- Special Collections completely **restructured its classroom instruction**, allowing students to view and explore physical materials through online sessions.
- In addition, Special Collections moved an entire conference to an online format.

—Continued on page 12

PROVIDE KEY INFORMATION SUPPORT TO THE FRONT LINES OF COVID-19 RESEARCH

The National Network of Libraries of Medicine (NNLM) office for the Greater Midwest Region (GMR), located at Hardin Library for the Health Sciences, plays an important role in providing up-to-date health information. This role has become even more crucial during the pandemic. By collaborating, training, and funding over 1,100 health centers, health departments, community organizations, as well as medical, public, and school libraries in a ten-state region, the GMR office supports the mission of the NNLM to advance the progress of medicine and improve public health through access to health information. This spring, the GMR submitted grant proposals to help fund these efforts and presented or hosted webinars offering COVID-19 information.

ONGOING EFFORTS

Since the end of the spring semester in May, the Libraries has continued to respond to a changing environment. Efforts have included communication with staff, updating materials handling guidelines as new information becomes available, and archiving first-hand experiences of this pandemic for future students and researchers.

ATTEND TO STAFF WELLNESS

The Libraries has encouraged staff to stay connected by developing optional staff events online to boost morale. On a regular basis, staff receive e-mails with wellness tips and healthy work-from-home reminders. The University Librarian hosts weekly hang-out sessions for staff, which have been well-attended, averaging about 100 participants.

ESTABLISH GUIDELINES FOR MATERIALS HANDLING

As researchers learn more about the virus, the Libraries continues to update and share best practices for keeping safe while handling materials in our collections.

PLAN TO ARCHIVE THE UI'S RESPONSE TO THE COVID-19 PANDEMIC

Staff in the University Archives are capturing daily updates and preserving official university e-mails. They are also preserving snapshots of related UI web pages and collecting social media posts to document rapid developments. Efforts are underway to [establish a collection](#) in the Libraries' University Archives to permanently preserve community members' shared first-hand experiences during this COVID-19 period, including a portal for all area community members to share digital files of their responses to this time.

EXPAND OUR VIEW TO INCLUDE COMMUNITY SUPPORT

During a weekly staff Zoom forum, staff led a discussion on ways Libraries staff can voluntarily support the Iowa City area community by purchasing gift certificates, ordering take-out food, donating to non-profits, paying ahead for services, etc. Staff have also exchanged information on sewing and donating face masks during non-work hours.

The Main Library Gallery provided viewing access to *The Pull of Horses*, the documentary film centerpiece of the spring 2020 Main Library Gallery exhibit, for residents of Oaknoll retirement community. They were able to watch in their individual apartments while maintaining social distance.

**THE LIBRARIES
NORMALLY HOSTS
STUDENTS DURING
IN-PERSON
ORIENTATION
SESSIONS. THIS
YEAR, WE CREATED A
VIDEO TO WELCOME
THE INCOMING
FRESHMAN CLASS.**



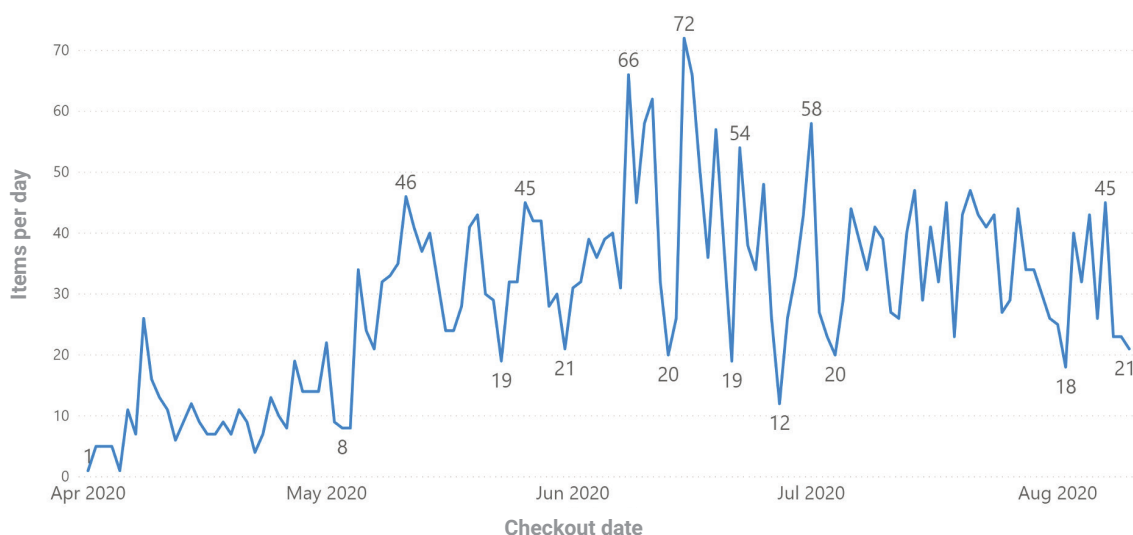
PROVIDE EMERGENCY ACCESS TO COPYRIGHTED BOOKS

In collaboration with [HathiTrust](#), the UI Libraries offers emergency online access to digital versions of some items in our printed book collections—books which would have been otherwise difficult or impossible to provide while our library facilities were closed. Access to HathiTrust will continue while the Libraries' bookstacks are closed during phased re-opening this fall.

Reading access to digitized copies of print volumes has been granted to the UI for students, faculty, and staff by HathiTrust, a not-for-profit, collaborative digital library that holds over 17 million volumes digitized from academic and research libraries. The UI Libraries, in collaboration with the Big Ten Academic Alliance, is a founding member of HathiTrust.

Any books available through HathiTrust that are also in the UI Libraries' collections will be available online without the additional step of requesting a digital scan. HathiTrust's online collection contains nearly half of the UI Libraries' book collection for an additional 1.6 million volumes available online for our campus community.

DIGITAL ITEMS ACCESSED DAILY VIA HATHITRUST ETAS



**USAGE OF
HATHITRUST ETAS
INCREASED QUICKLY
AND STEADILY
DURING THE
PANDEMIC.**



ABOVE: Activists return to the Old Capitol after marching through downtown as part of an uprising on Monday, June 8, 2020. The activists were speaking out against systemic racism after the murder of George Floyd at the hands of police. Photo credit: Tate Hilyard, Daily Iowan.

On May 25, 2020, the world watched in horror as Minneapolis police officer Derek Chauvin murdered George Floyd. Many have taken to the streets in uprisings against systemic racism.

At the Libraries, our voices join those of activists who are speaking out, and we are taking action against systemic racism. As a research library in a mostly white university, we recognize that we must roll up our sleeves and do the difficult work of antiracism. We recognize that we are responsible for dismantling and unlearning systemic racism that exists in the Libraries, in the University of Iowa, and in our community.

Taking action to eliminate racism

ONGOING ANTIRACISM WORK AT THE UI LIBRARIES

BY JENNIFER MASADA,
STRATEGIC COMMUNICATION MANAGER

The University of Iowa Libraries is committed to the crucial work necessary to [unlearn and dismantle racism](#) in our organization. This spring, the Libraries has taken the following actions:

Published an antiracism subject guide—As a research library, we have a responsibility to share and promote public access to important information about antiracism, which we’ve made available in this [antiracism subject guide](#).

Presented antiracism resources for action—The University Libraries at Iowa offers antiracism resources that are available to our entire campus, including students, faculty, staff, and community members. [Check this page for antiracism resources](#) designed to aid our organization in making substantial progress toward dismantling and unlearning racism. These resources can supplement the resources offered by the UI’s Office of Diversity, Equity, & Inclusion.

As part of our commitment to active work on DEAI (diversity, equity, accessibility, and inclusion) commitment, Libraries staff have participated in over 40 seminars related to racism since April, including an ongoing series for staff hosted by the Libraries on the book *White Fragility* by Robin DiAngelo.

Create plans to archive the movement—The UI Libraries’ Special Collections plans to pursue a careful approach toward archiving the protests in our community. We recognize potential pitfalls in a white institution rushing to collect materials about marginalized communities of color, problems such as collecting to “check the box” or collections that hurt or mischaracterize communities of color. We also recognize the problems with archival silence. Our efforts are designed to expand authentically and ethically over time. Read about our three-tiered approach [here](#).



Weathering the storms

CLEANING UP AFTER FLOOD & WIND DAMAGE

BY JOHN CULSHAW,
JACK B. KING UNIVERSITY LIBRARIAN

Managing facilities during a pandemic can be challenging, especially when floods and storms occur.

Early in the morning on Saturday June 20, a fire hydrant failed adjacent to the Main Library. This caused water to flow downhill into the library's loading dock and, when the dock had filled, into the basement. There were a couple of inches of water covering most of the Main Library basement floor before we became aware of the problem. Thankfully, very few library collections are stored in the basement.

Our facilities and conservation staff were in action in the wee hours of the morning to start the process of drying out the space. Fourteen boxes of library materials were sent to the freezer for later restoration. Other items in storage were lost. Fortunately, no one was hurt, but the recovery and clean-up took some time.

Only a few weeks later, a roof-mounted air handling unit on the Sciences Library failed, leaking into our facility. Again, thankfully no one was hurt, and there was no damage to library materials. However, we did have to replace newly installed carpet.

Finally, like thousands of others in Iowa and the Midwest, the University of Iowa campus felt the brunt of the derecho storm on Monday, August 10.

Many of our staff were among those facing severe damage to homes and property while also coping with outages in electrical power, internet, and cellular service. This only added to the challenges of our work-from-home environment in the midst of the pandemic.

Most of our campus libraries weathered the storm unscathed, except for the Main Library's rooftop mechanical structure, which lost siding due to the intense winds.



RIGHT: On August 10, 2020, a derecho storm ripped sections of siding and insulation from the Main Library.
Photo credit: UI Facilities Management.



LEFT: The Main Library basement took on several inches of water after a fire hydrant failed. Photo credit: UI Facilities Management.



Signage in the Main Library Learning Commons reminds students to wear a face covering.

Photo credit: Justin Torner, Staff Photographer, University of Iowa.

Reopening our library spaces

BALANCING ACCESS AND SAFETY

Upon entering our library spaces this fall, our students, faculty, and staff see the transformations we've made over the span of just a few weeks to prepare for campus to reopen. Most visible is the signage directing the flow of foot traffic through our facilities to support safe social distancing due to COVID-19. In accordance with campus guidelines, we will close some study areas and we will reduce seating. We are also reducing hours to allow more time for custodial staff to clean.

There are sanitizing stations at all entrances and exits. Where possible, we are directing foot traffic to separate doors for entry and exit. For example, at the Main Library, the only entrance is the north doors and the only exit is the east doors. The south doors are closed to allow staff to provide contactless pickup of books and other materials.

Where necessary, we have added signage, stanchions, and floor stickers to show where people can wait in line. Elevators are limited to one or two people at a time, and stairwells are marked for one-way traffic (either moving up or moving down). The situation remains dynamic, and we are prepared to pivot if necessary. For more information, visit lib.uiowa.edu/coronavirus

Advancing the Libraries

SUPPORTING OUR MISSION



MARY RETTIG

Since March 2020, the world has become a different place. In these unprecedented times, we have appreciated hearing from many of you who have reached out with words of encouragement as we closed our libraries.

We spent the summer preparing to reopen and, now that students have returned to campus, our focus is on keeping them safe, along with our staff and all in the campus community who visit our libraries.

Due to COVID-19, learning environments in schools and universities worldwide have changed, combining in-person with online coursework. In response, our staff have worked hard to ensure the free flow of information, library resources, and expertise. Your support is instrumental in our ability to continue fulfilling our mission.

Thank you alumni, donors, and friends for your ongoing interest in and support of the UI Libraries.

— *Mary Rettig*,
Assistant University Librarian
for Advancement
mary.rettig@foriowa.org



Staff have moved furniture and applied signs for optimal social distancing.
Photo credit: Justin Torner, Staff Photographer, University of Iowa.

BINDINGS

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MAIN LIBRARY GALLERY

AUGUST 24 - DECEMBER 11, 2020

SACKNER ARCHIVE

This exhibition will introduce Iowans and the University community to a sampling of the vast and impressive range of resources held in the Sackner Archive of Concrete and Visual Poetry, from artists' books to reference works to reference works to large-scale works of visual poetry.

Exhibitions in the Main Library Gallery are open to all and free of charge. Location, hours, and exhibition information at lib.uiowa.edu/gallery

THANK YOU

for helping to boost
our students' success
through the UI Libraries!



GIVE TO THE UI LIBRARIES

www.givetoioowa.org/libraries